

POSITION DESCRIPTION

Position Title:	Coordinator, Music Education & Programs
Award / Level:	LGA Level 5
Department:	Music / Penrith Conservatorium
Type:	Part Time – Ongoing, including evenings and weekends.

Position Purpose

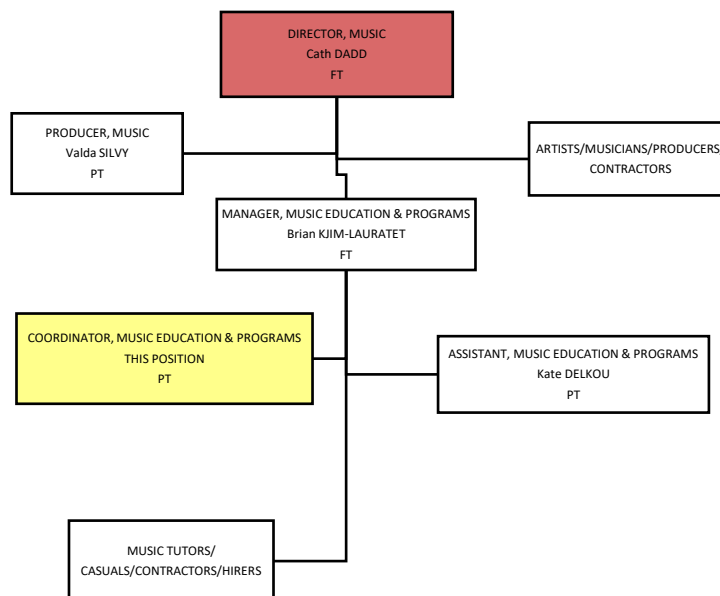
The Coordinator, Music Education & Programs, plays a vital role in supporting and developing music education and programs at the Penrith Conservatorium within the Joan Sutherland Performing Arts Centre (The Joan) and in supporting and developing new music engagement activities across genres for PP&VA.

Working as part of the Music team, and reporting to the Manager, Music Education & Programs, the Coordinator, Music Education & Programs, implements, and supports music education programs with a focus on the Penrith Youth Orchestra (PYO) which is delivered in partnership with Penrith Symphony Orchestra and the Australian Chamber Orchestra as well as individual tuition, group classes and ensembles.

With day-to-day delivery responsibilities including regular evening shifts in the Box Office to support Penrith Con services and PYO Sundays, the role implements and supports the PYO Program and other music education programs with an aim to increase access to, and understanding of, music performance and career pathways whilst also enabling the highest level of visitor experience for all teachers, students, parents, and partner organisations. With an eye for detail and accuracy, this role ensures data and systems input is timely and accurate, supports contracting and program administration as well as uses consummate communication skills to ensure social media and web updates are timely and engaging.

The Coordinator, Music Education & Programs, also assists in supporting links to of a range of music programming and engagement strategies via Penrith Con, community, commercial and entrepreneurial programs.

Department Structure



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Key Result Areas

1. Planning and programming

Major Actions

- Support music education programs including Penrith Youth Orchestra (PYO), group classes and individual tuition
- Under direction of the Manager, Music Education & Programs, Implement strategies for ongoing growth in PYO, ensembles, group classes, and individual music education programs
- Develop workshops across all disciplines to extend the pathway opportunities for all ages and levels of proficiency including adults and leisure learners
- Develop and support an education partnerships and linkages with professional performance program

Performance Measures

- Clear Conservatorium documentation, communication and plans in place
- Clear and timely PYO program documentation, communication and plans enacted
- Site activation and music education and performance opportunities for local young people increased
- A robust and sustainable Con program implemented

2. Management and production

Major Actions

- Support and facilitate programming connections and regular internal communication to ensure efficiency and success of music education programs
- Work closely with Venue Services staff to ensure ongoing accuracy and efficiency of Conservatorium booking, invoicing and tutor involvement and events and successful production and delivery of all PYO workshops and performances
- Implement good systems management and data collection and reporting across programs.
- Ensure that WHS, WWC and PLI requirements are continually met and recommend improvements as necessary
- Develop and maintain records on PYO and Conservatorium; support research opportunities and increase documentation and visibility of PYO and Conservatorium programs
- Support tutors in delivering regular student concerts; and support all program partnerships and public performance delivery

Performance Measures

- Continued efficiencies in managing Conservatorium operations including PYO
- Safe and secure operations of Conservatorium and PYO with low levels of incidents and ongoing successful risk management strategies
- Improved documentation and cohesive record keeping and reporting
- Successful student concerts, ensemble program delivery and partnership program implementation
- Growth in Conservatorium numbers and music education programs

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3. Communications and marketing

Major Actions

- Under direction of the Music Director through the Music Education & Programs Manager, and with the support of the marketing team implement a communications strategy that will:
 - Provide an opportunity to showcase student and program success
 - Maintain regular contact between parents, students, tutors, and partners
 - Articulate Penrith Conservatorium (particularly the PYO) programs' centrality to The Joan
 - Provide opportunity for both formal and informal catch ups
 - Maximise linkages between the PYO program, Joan Music Program and broader Conservatorium offer including implementation of audience development strategies

Performance Measures

- All PYO program and Conservatorium queries are responded to within 48 hours of receipt
- All program query responses are clear, concise, and accurate
- Greater music education exposure within mainstream Joan communications
- Growth in Conservatorium numbers and participation and awareness of students and program success

NB: All shaded Key Result Areas are compulsory for every Position Description

4. Customer Service

Major Tasks

- Provide effective service to PP&VA customers and the community
- Provide effective service to internal customers
- Accurately identify the needs of customers
- Take action to satisfy customer needs
- Present a positive image of PP&VA/ The Joan/ The Gallery

Performance Measures

- A calm conciliatory approach is used in all customer dealings
- Active listening techniques are applied in customer dealings
- Customer needs are identified and confirmed with the customer
- Appropriate action to satisfy the customer need is identified and implemented
- Personal presentation and grooming adheres to organisational and departmental guidelines

Individuals with NO Staff reporting to them

5. Work Health and Safety (WHS)

Major Tasks

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

Performance Measures

- All required training has been completed
- WHS procedures are identified and complied with
- Participation in consultation process is on record

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6. Corporate Governance and Effective Work Practices

Major Tasks

- Carry out work in line with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Code of Conduct, EEO and anti- discrimination policies
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others to facilitate workplace learning
- Work in an ethical manner and comply with PP&VA's code of conduct and other governance documents adopted by the organisation from time to time
- Resolve workplace conflict in line with PP&VA policy
- Undertake recordkeeping activities in accordance with PP&VA's Records Management business rules, procedures, policies and any relevant State Records Legislation

Performance Measures

- Relevant legislative and statutory requirements and /or industry codes, practices and standards are always complied with
- Work reflects application of, and adherence to, EEO and anti-discrimination policies
- A positive work atmosphere is maintained by acting and communicating in an effective and appropriate manner with all customers, external contractors, co-workers, supervisors and managers
- Work tasks are appropriately prioritised and time effectively managed
- Productivity is consistent with reasonable expectations of a proficient employee in the position
- Implications of workplace change are identified and accepted
- Agreed changes to improve work outcomes are acted upon
- Direction from supervisor is accepted and acted upon
- Requests to take on alternative duties from time to time are accepted and adhered to within reason
- Training is attended when required
- Training needs of other employees are identified and appropriate action identified and implemented
- All work is ethical and complies with PP&VA's Code of Conduct and governance documentation
- Workplace conflict is resolved in line with PP&VA's Grievance procedures
- Record keeping activities are undertaken in accordance with PP&VA's policy and procedural requirements
- PP&VA's official information is captured in the Corporate Information Management System

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Demonstrated understanding of music education pedagogy from community music through to professional standard practice including a knowledge of orchestral practices
- Experience in program implementation and project coordination; and
- Current Working With Children Check (or ability to acquire)

Desirable

- Current NSW and Australian Curriculum including major music examination standards and frameworks
- Current NSW Drivers Licence
- Understanding of community cultural development practices and performing arts programming

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Position Based Core Skills Training

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

Values and Behaviours

Penrith Performing & Visual Arts Ltd and Staff support the following Values and Behaviours:

Integrity

- I am honest, ethical and maintain public trust
- I do what I say I'm going to do and I stand up for what I believe in
- I set a standard to be proud of amongst the community
- I do the right thing - even when no-one is looking

Selflessness

- I am willing to put others before me and assist them when needed
- I put the good of the organisation and the community above personal goals
- I support sustainability and cater for the wellbeing of future communities
- I uphold social justice principles

Accountability

- I take responsibility for decisions and actions, whatever the outcome
- I take responsibility for work, behaviour and how resources are used
- I ensure a safe and healthy workplace
- I take ownership of my work
- I operate within delegations

Honesty

- I tell the truth and correct misinformation
- I will refuse any bribes and I do not steal
- I trust in our relationships
- I ensure duties are undertaken in a lawful manner

Leadership

- I am creative and innovative
- I take responsibility and I am a good role model
- I inspire others in the organisation and community to be the best they can
- I have the courage to do the right thing
- I listen and communicate clear directions and actions

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Values and Behaviours

Impartiality

- I am always fair and treat people equally
- I am understanding and act objectively
- I separate personal interests from work responsibilities
- I base all decisions on merit and facts I am consistent in the application of processes

Openness

- I am transparent and straight-forward
- I am able to discuss problems or concerns and give reasons for decisions
- I share information appropriately
- I am obliged to report wrong-doing

Respect

- I treat others fairly and objectively
- I value and accept other people's differences
- I treat others with dignity, kindness and in the spirit of service
- I treat people how I would like to be treated
- I recognise the worth of individuals